



Customer Portal

Access the Customer Portal at <https://pleasantonwater.smartmobile.com/portal/>
Register your account online with these 3 easy steps:

1. Click on "My Account"

2. Click "Register"

3. Complete the User Registration Form

User Registration

Account Number: Mandatory * Email: Mandatory *
 Zip Code: Mandatory * Customer Number: Mandatory *

Cancel **Next**

FAQs

- Where do I find my Account Number? (+)
- Where do I find my Customer Number? (+)
- Where do I find my Zip Code? (+)
- Which Email Address should I use? (+)

UTILITY BILL

Customer Name		Service Address	
JOHN DOE		3468 - OMEGA CIR PLEASANTON, CA 94568 5102	
Bill Number	Account Number - Customer Number	Statement Date	Current Billing Due Date
37633	45653-786787	09/02/2016	10/01/2016
Meter Number	Previous Read Date	Current Read Date	Previous Meter Read
87627832	06/20/2016	08/15/2016	68
Current Meter Read	Usage (Units)	1 Unit =	1 CCF =
119	51	748 Gallons	
PLEASANTON WATER FIXED CHARGE			18.07
PLEASANTON WATER VAR CHARGE SINGLE FAMIL			10.74
CAPACITY EXPANSION SURCHARGE			0.00
ZONE 7 COST			160.85
RECYCLED WATER			3.10
PLEASANTON SEWER FIXED RESIDENTIAL			25.19
DRSD SEWER FIXED RESIDENTIAL			52.09

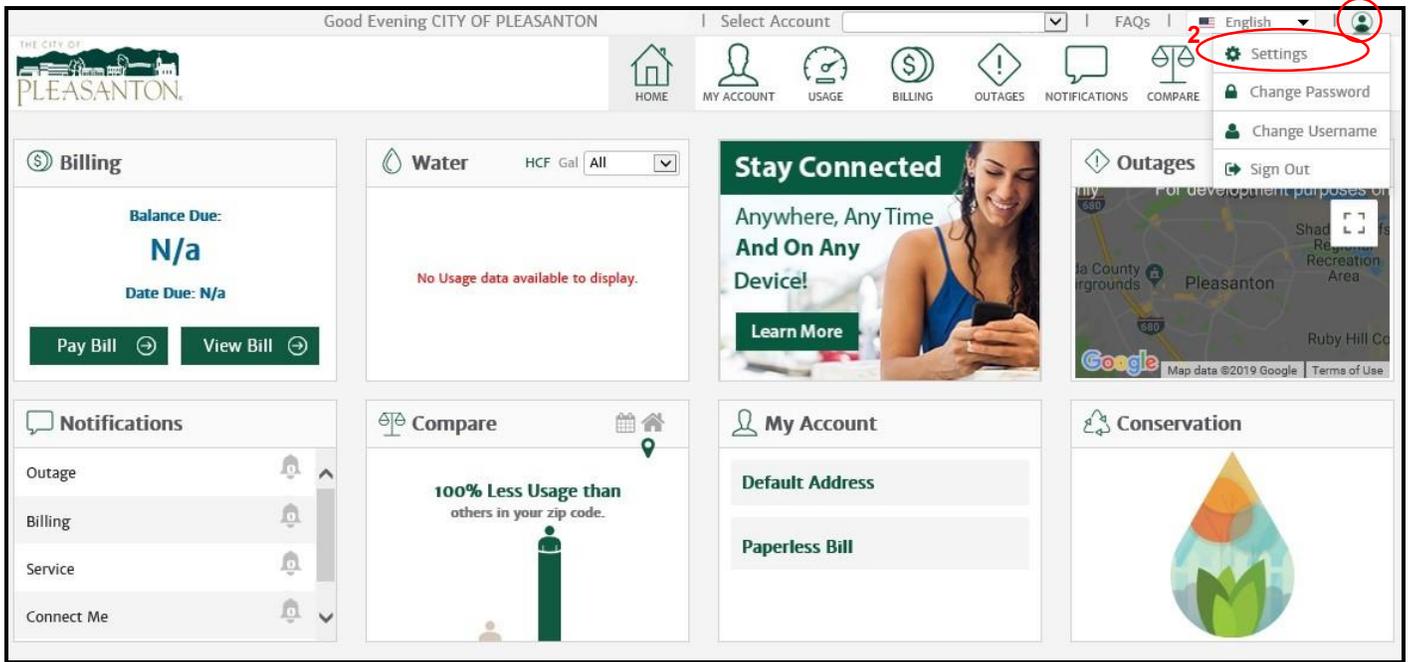
Once you have completed the form, you will receive an activation email to the email provided. The activation email will be available for 24 hours only. You are now logged in and able to take advantage of all of the benefits our new utility billing system has to offer!

Mobile App

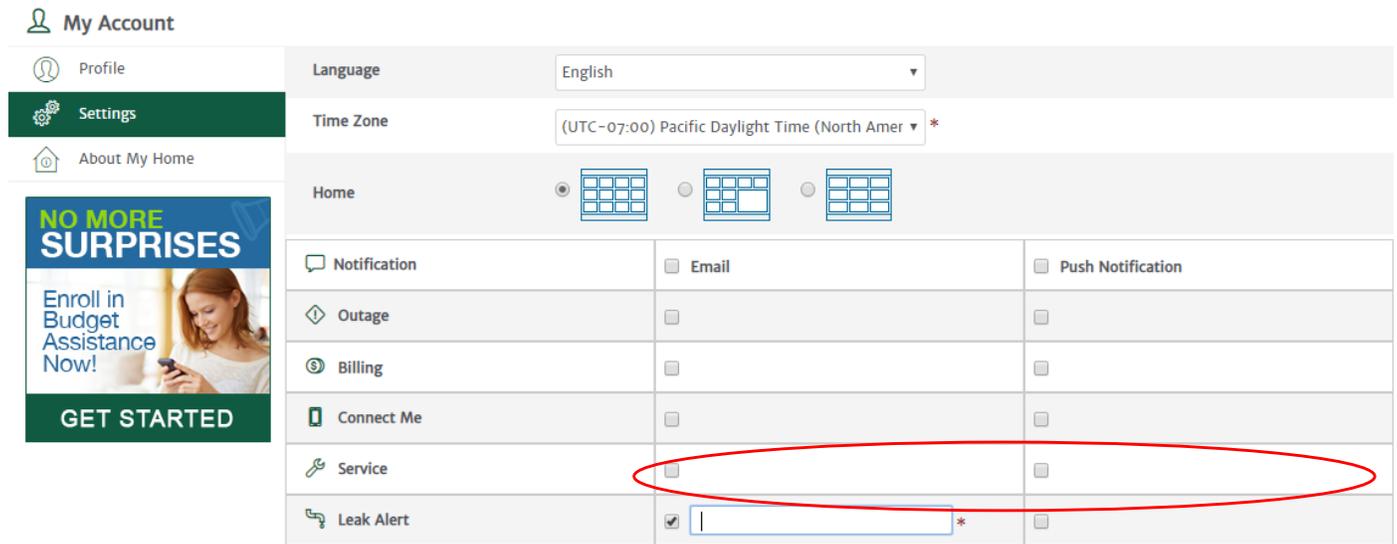
You can also download the Pleasanton Water app on the iTunes App Store and Google Play App Store. To get started, follow the same registration process.



Once you have registered for the new customer portal, take advantage of all the benefits our new utility billing system has to offer! For even faster notification of suspected leaks on your property, click “Settings” under your account icon. 



Then select and enter in your notification preferences next to “Leak Alert”. (Select “Push” for text and/or “Email” for email notifications)



Questions?

Contact the Operations Services Department at (925)931-5500



Customer Portal

Access the Customer Portal at <https://pleasantonwater.smartcmobile.com>
View your water usage with the following steps:

1. After logging in, click on the Usage icon.

Step 1: The 'Usage' icon in the top navigation bar is circled in red.

The page displays the following sections:

- Billing:** No amount due at this time. Buttons for Pay Bill and View Bill.
- Water:** HCF Gal All. A bar chart showing water usage for Nov, Jan, Mar, May, Jul, and Sep.
- Stay Connected:** Anywhere, Any Time And On Any Device! Learn More.
- Outages:** A map showing the location of Pleasanton, CA.
- Notifications:** A list of notifications for Outage, Billing, Service, and Connect Me.
- Compare:** 58% Less Usage than others in your zip code.
- My Account:** Default Address: 0 Pleasanton Ave, Pleasanton, CA 94588.
- Conservation:** An image of a lawn sprinkler system.

2. Switch to gallons by clicking on the "GL" icon:

Usage Meter Number: All

Water

17.33 HCF BILLING PERIOD AVERAGE

32.00 HCF HIGHEST THIS YEAR

6.89 HCF SO FAR THIS BILLING PERIOD

12.49 HCF PROJECTED USAGE

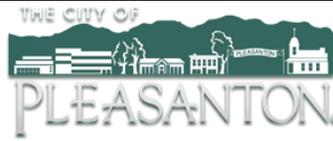
Period: Nov 2020 To Sep 2021

Hourly Daily Bi-Monthly

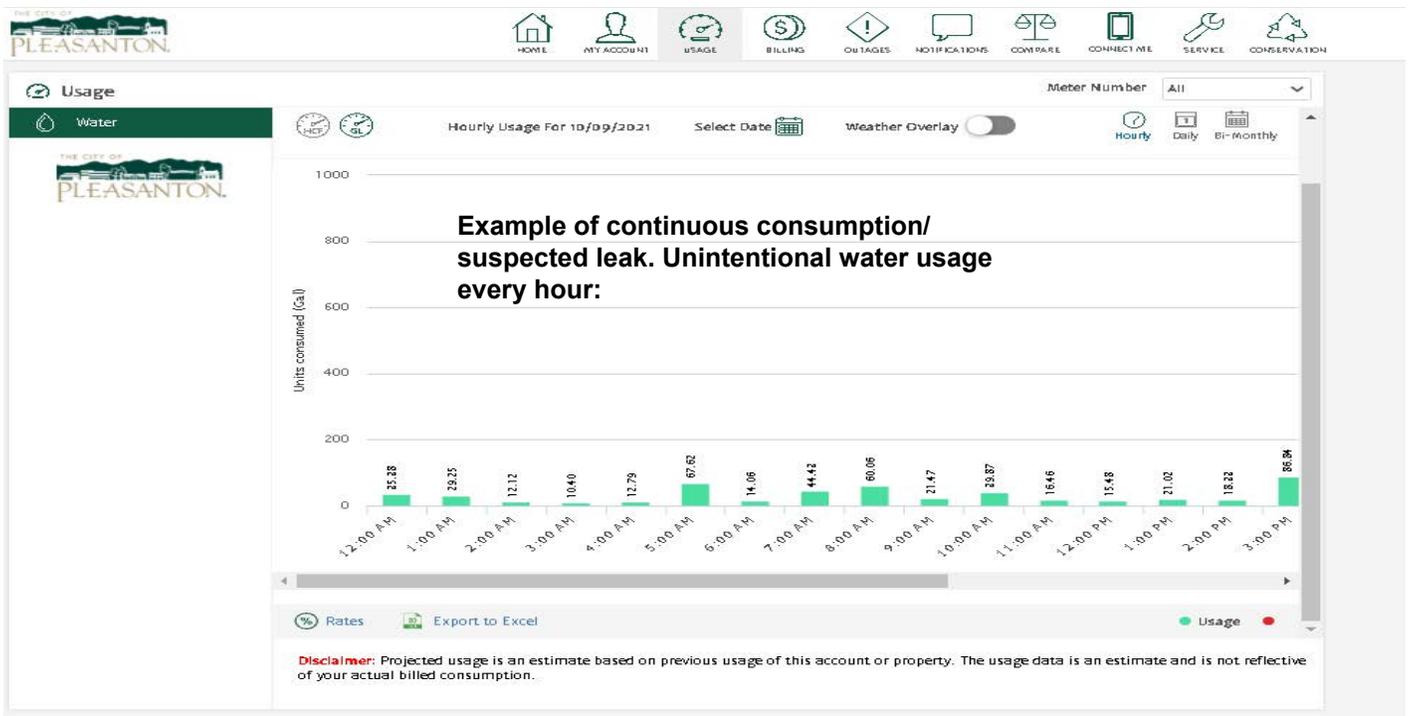
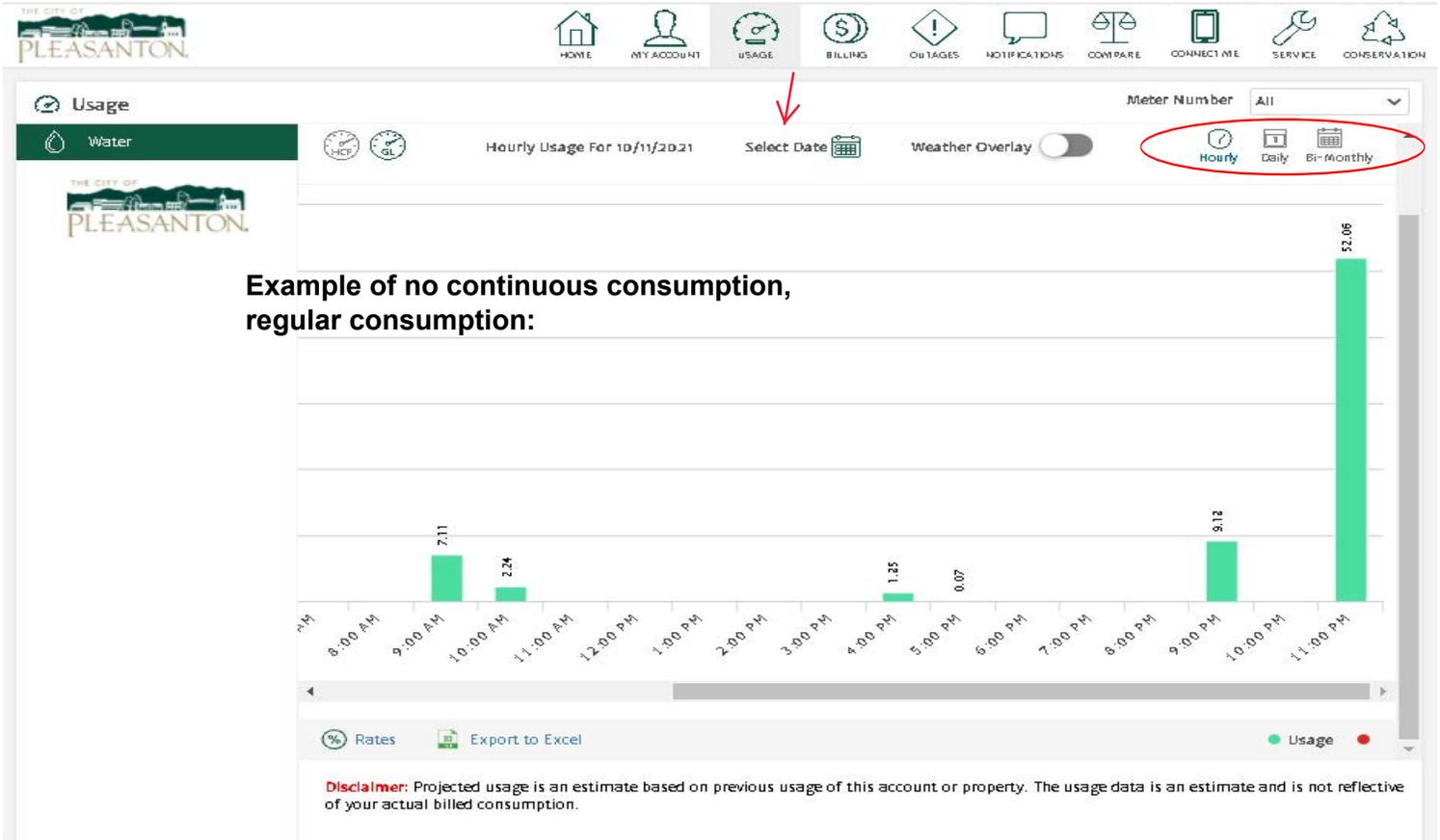
Units consumed (HCF)

Period	Units consumed (HCF)
09/20 To 11/20	24.00
11/20 To 01/21	8.00
01/21 To 03/21	7.00
03/21 To 05/21	10.00
05/21 To 07/21	22.00
07/21 To 09/21	22.00

Disclaimer: Projected usage is an estimate based on previous usage of this account or property. The usage data is an estimate and is not reflective of your actual billed consumption.



3. View bi-monthly, daily and hourly usage (please note, daily consumption may not show for current date as data is delayed - to change date, click on "select date"):



Questions?

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